



Managing your Web Messenger Account

Synopsis

This article describes how to manage your Web Messenger email account for those who do not have encrypted email capabilities.

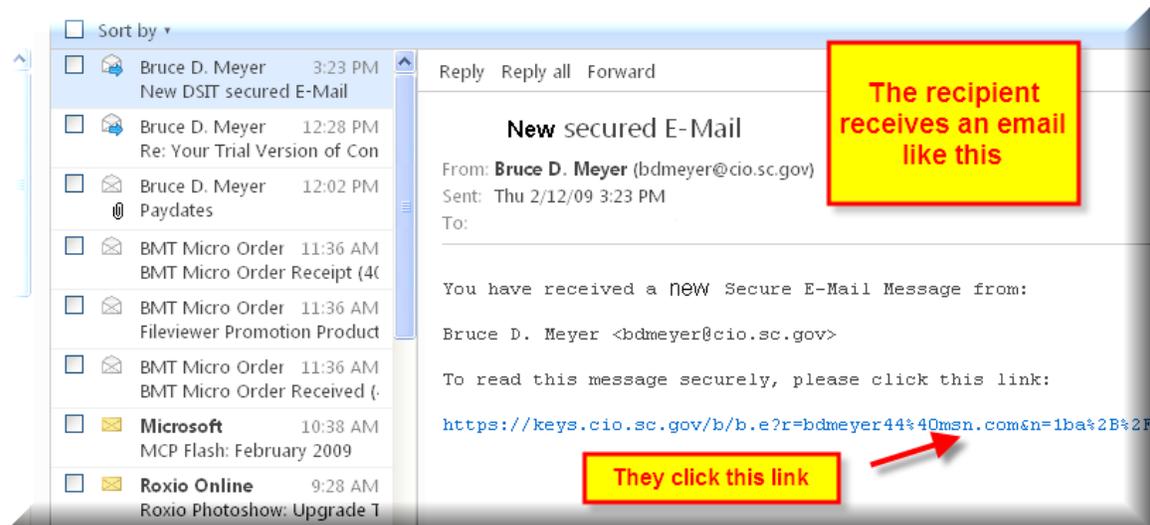
Details

Web Messenger is a secure email account offered to you by the State of South Carolina. You will use an Internet browser (e.g. Internet Explorer, Netscape) to access any email sent to you. We will cover the following features within Web Messenger:

- * Creating a Web Messenger Account
- * Editing Messages
- * Changing and recovering your passphrase
- * Changing future message delivery settings

Creating a Web Messenger Account

The first time you receive a secured email, you will be directed to click a link to read the email message. This link will help you establish your Web Messenger account. The steps to do so are listed below:



1. Click the link in your email
(e.g. <https://keys.cio.sc.gov/b/b.e?r=company@domain.com&n=2FXBdOM0FY7ryjOqUW6rrQ>).



South Carolina Information Sharing & Analysis Center

This will open your Web Browser and take you to the passphrase creation screen.

2. Enter a new passphrase. Make note of the passphrase recommendations. Following the recommended guidelines for passphrase creation will help protect your information.
3. Confirm the new passphrase, and click Continue.

For example, "kittycat" is not a valid passphrase, but "k1ttYc@!" is a valid passphrase.

Here are some recommendations for protecting your passphrase:

- Use an easy to remember passphrase that you don't need to write down.
- Don't use obvious passphrases that can be easily guessed.
- Don't make your passphrase a single word.
- Don't use famous quotations.

Use a phrase, not a word. It's harder to crack.
It ra1ns ma1nly in the pla1ns in Spa1n.

Passphrase:

Confirm Passphrase:

..and click continue



South Carolina Information Sharing & Analysis Center

4. Select the Web Messenger delivery option, and click Choose Option. The Inbox will then appear, and email can be read.

A screenshot of a web-based email interface. At the top, there is a blue banner with the text "State of South Carolina" and "SECURE MAIL" in large, bold, yellow letters. Below the banner, on the left, are three buttons: "Compose", "Inbox", and "Sent". The main content area shows an email header with the following information:

From: "Bruce D. Meyer" <bdmeyer@cio.sc.gov>
To: "Bruce D. Meyer" <bdmeyer44@msn.com>
Subject: I am a [secure] test

Below the header, the email body contains a poem:

Doe's eat oats
and
Mare's eat oats
and
Little Lambies eat lvy
a
Goat'll eat lvy too
(wouldn't you?)

Below the poem, there is a warning message:

This is a top secret poem. Don't let anyone outside of HR read it.
It could cause the largest economic downturn of the past 12 months.

At the bottom of the email body, the name "Fred" is listed. A yellow box with a red border is overlaid on the right side of the email body, containing the text: "You will immediately be presented with the decrypted email." At the bottom of the interface, there are four buttons: "Reply", "Reply To All", "Delete", and "Print".

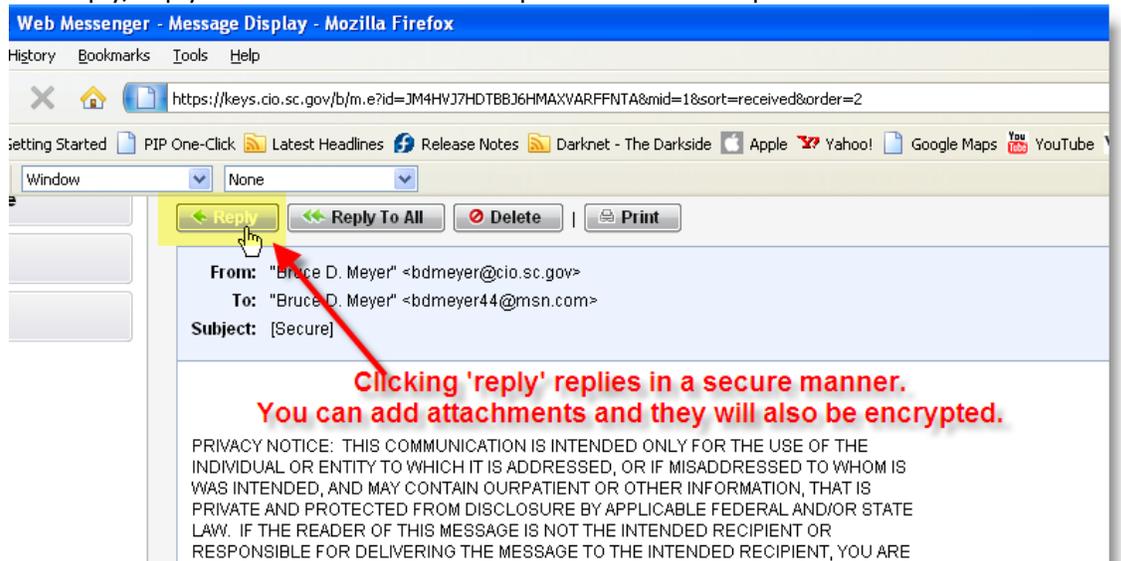


South Carolina Information Sharing & Analysis Center

Editing Messages

The options available for editing web messages are:

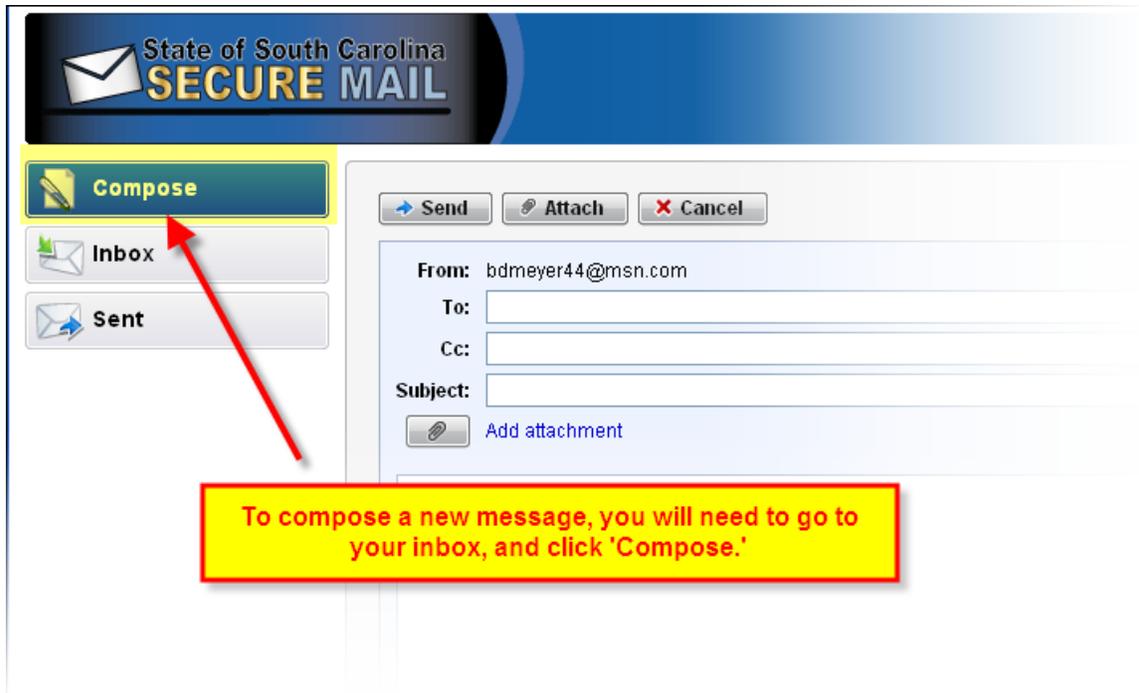
1. Reply/Reply to all - Click one of these options to send a response to the sender.



2. Delete - Click this option to remove the message.
3. Print - Click the Printable View button to access the print button.



South Carolina Information Sharing & Analysis Center



4. The recipient can initiate a secure communication with you by selecting 'Compose,' even if they aren't replying to an existing email. After a period of inactivity, their account will be automatically deleted to free up licenses.



South Carolina Information Sharing & Analysis Center

Changing and Recovering Your Passphrase

1. Login to your Web Messenger account. This is done by opening your Internet browser and going to the PGP Universal Web Messenger site (e.g. <https://keys.cio.sc.gov>).
2. Enter your email address and passphrase and click Login.

The screenshot shows the login interface for the State of South Carolina Secure Mail service. At the top, there is a blue banner with the text "State of South Carolina SECURE MAIL" and a key icon. Below the banner, on the left, is a welcome message: "Welcome to the State of South Carolina Secure E-mail encryption service." followed by a disclaimer: "This is state of South Carolina government computer system. State computer systems are provided for the processing of Official U.S. Government information only. All data contained within State computer systems is owned by the South Carolina government, and may be monitored, intercepted, recorded, read, copied, or captured in any manner and disclosed in any manner, by authorized personnel. THERE IS NO RIGHT OF PRIVACY IN THIS SYSTEM. System personnel may disclose any potential evidence of crime found on state computer systems for any reason. USE OF THIS SYSTEM BY ANY USER, AUTHORIZED OR UNAUTHORIZED, CONSTITUTES CONSENT TO THIS MONITORING, INTERCEPTION, RECORDING, READING, COPYING, or CAPTURING and DISCLOSURE." Below the disclaimer, it says: "In order to gain access to your account and messages you must first enter your email and passphrase associated with this account." On the right side, there is a login form titled "Please login to access your secure inbox:". It contains two input fields: "Email Address:" and "Passphrase:". The passphrase field has a small green box with a '#' symbol. Below the passphrase field is a link that says "I lost my passphrase". At the bottom right of the form is a "Login" button.

3. Click Settings.

The screenshot shows the PGP Universal Web Messenger interface. At the top, there is a navigation bar with three buttons: "Settings", "Help", and "Logout". A red dashed arrow points to the "Settings" button. Below the navigation bar, there is a message header area with buttons for "Delete" and "Print". The message content shows an email address "weyer@cio.sc.gov" and a timestamp "02/12/09 3:12 PM". A yellow box with red text highlights the "Settings" button, stating: "The 'Settings' button is at the top right above the banner."



South Carolina Information Sharing & Analysis Center

4. Click Change Passphrase.

A screenshot of a web-based "Change My Passphrase" dialog box. The dialog has a title bar that says "Change My Passphrase". Below the title bar, it says "You are currently registered as a PGP Web Messenger". Underneath, it asks "Please select how you would like to receive future messages". There are four radio button options: "PGP Universal" (selected), "PGP Universal" (unselected), "PGP Desktop or S/MIME" (unselected), and "PDF Messenger" (unselected). Each option has a short description. At the bottom of the dialog is a button labeled "Change My Passphrase". A yellow rectangular box with a red border is overlaid on the "PGP Universal" option, containing the text "Change passphrase is at the bottom." in red. A red arrow points from the bottom of this yellow box down to the "Change My Passphrase" button.



5. Enter in a new passphrase.

Change Passphrase

This server requires your passphrase to meet the following requirements:

- They must be at least 8 characters long.
- It must include an uppercase letter, a lowercase letter, a digit and a punctuation.

For example, "kittycat" is not a valid passphrase, but "k1ttYc@!" is a valid passphrase.

Here are some recommendations for protecting your passphrase:

- Use an easy to remember passphrase that you don't need to write down.
- Don't use obvious passphrases that can be easily guessed.
- Don't make your passphrase a single word.
- Don't use famous quotations.

Current Passphrase:

New Passphrase:

Confirm New Passphrase:

Enter old password (to confirm your the actual user who is changing the password)

Then create your new password, and click continue.

6. Confirm the new passphrase, and click Continue.

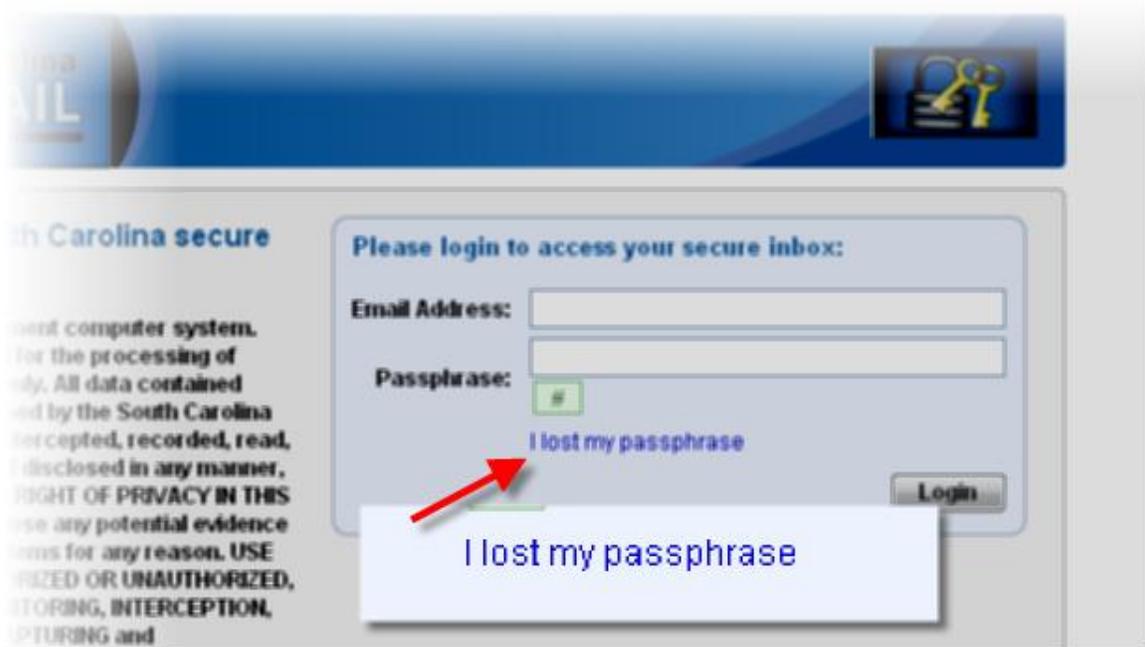
7. The passphrase is now changed and you may close the window or return to your Inbox.



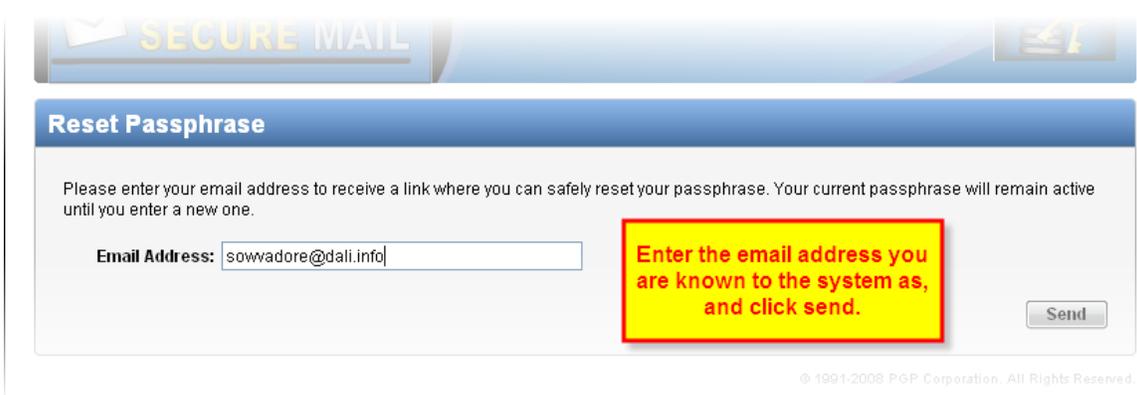
South Carolina Information Sharing & Analysis Center

If you have forgotten your passphrase, you may recover it as follows:

1. Open the Secure Web Messenger site <https://keys.cio.sc.gov>
2. Click the 'I lost my passphrase' link.



3. Enter your email address and click Send.



4. Check your email as a new email was sent automatically with a link to reset the passphrase.



South Carolina Information Sharing & Analysis Center



5. Click the link provided in the email.
6. Enter a new passphrase.

Create Your Passphrase

Your passphrase has been reset. Please enter a new passphrase.

This server requires your passphrase to meet the following requirements:

- They must be at least 8 characters long.
- It must include an uppercase letter, a lowercase letter, a digit and a punctuation mark.

For example, "kittycat" is not a valid passphrase, but "k1ttYc@!" is a valid passphrase.

Here are some recommendations for protecting your passphrase:

- Use an easy to remember passphrase that you don't need to write down.
- Don't use obvious passphrases that can be easily guessed.
- Don't make your passphrase a single word.
- Don't use famous quotations.

Passphrase:

Confirm Passphrase:

We see the 'create password' screen again. The procedure is the same as before.

7. Confirm the new passphrase, and click Continue.



South Carolina Information Sharing & Analysis Center

